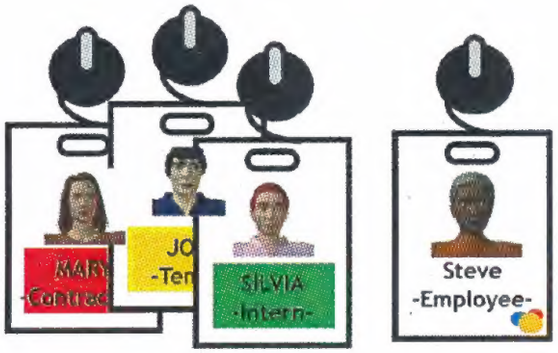
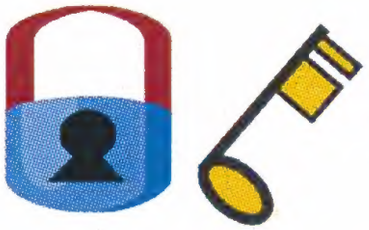
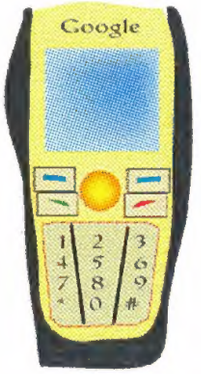
WELCOME

Congratulations on your first day here at Google!

Here are a few things you'll want to know about: Access to buildings, Passwords, Phones, Voicemail, Email, Printers, Calendar, Remote Access, Maps, and more.



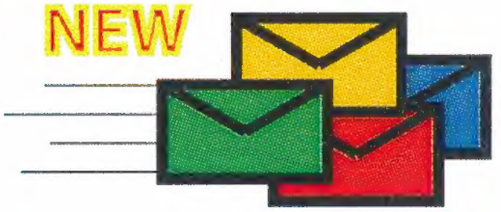


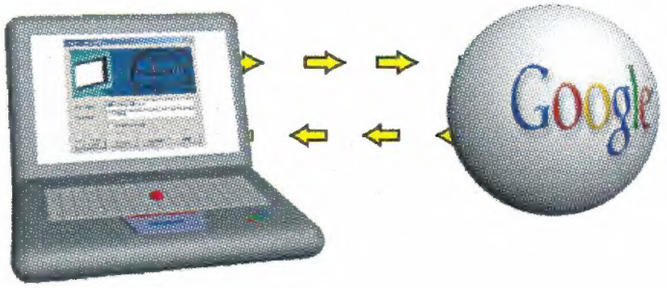


Google Helpdesk

http://helpdesk

650.623.HELP | 877.9.GOOGLE (Toll Free)





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Google Helpdesk

CALENDAR

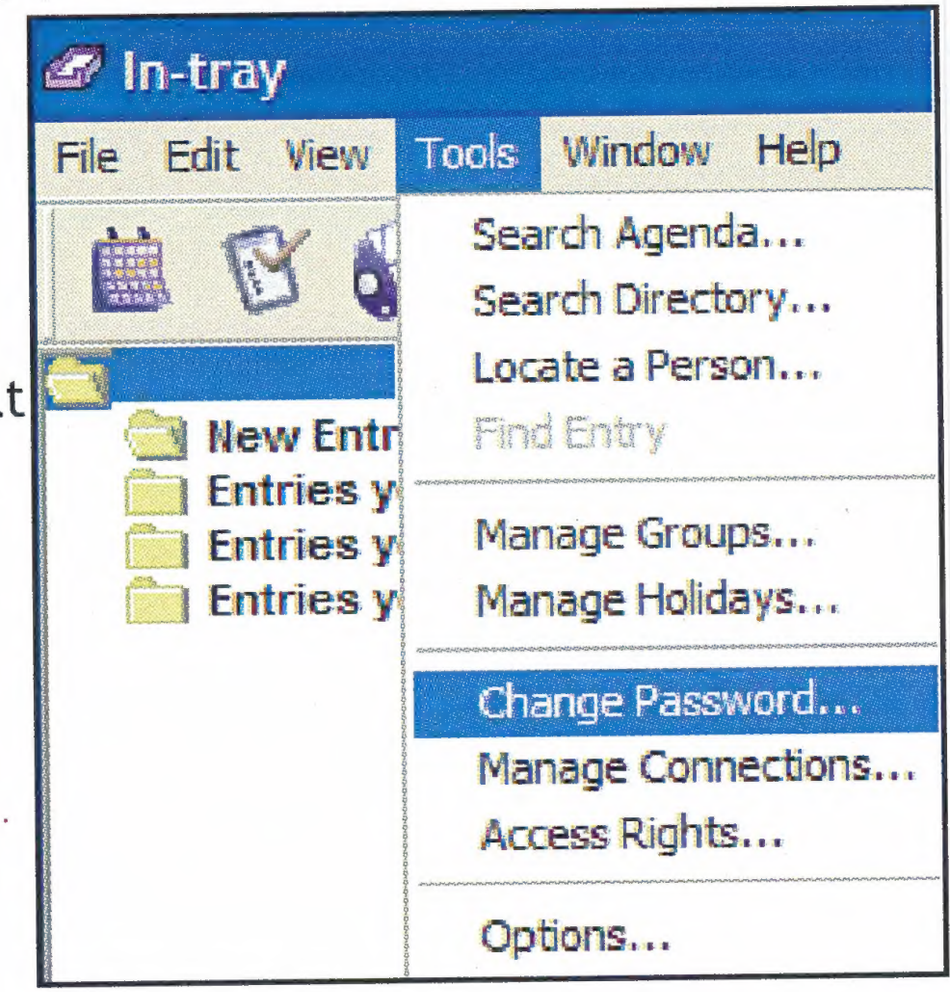
Enable your Calendar

-Windows

You can find the *Calendar* on your desktop and in your Start menu. You will receive your temporary password in employee orientation. To sign in: **Double-click** on the **Calendar icon.**

Once you are in, go to:

"Tools> Change Password"



Because everyone is given the same default password, it is important to change it to a unique password the first time you login.

-Linux

To bring up the login screen, type the following in a terminal window:

ctime &

For more detail instructions on how to use the calendar, go to: http://helpdesk/library

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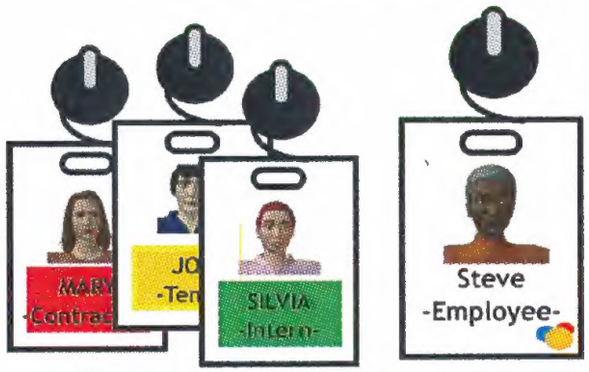
Issues? open a ticket http://ticket

Google Helpdesk

ACCESS

Access to Buildings



Badges should be worn **visibly at ALL times** so coworkers will know that you belong there. If you see someone without a badge, it's a great opportunity to introduce yourself and make a new Googler friend. Don't be shy about this, especially if someone tries to "tailgate" in with you as you enter the building. Fellow Googlers will be happy that you take their security so seriously. If you're asked to show your badge, please do so willingly - it's an important way of keeping our buildings secure. Please *do not put a Google sticker* or other company identifier on the badge. This prevents lost badges from being used by unauthorized persons. If you lose your card, please report it immediately by opening a ticket at http://ticket

CONTRACTOR badges have a red square. (24x7 access to bldgs 0,1, e, and pi)

INTERN badges have a green square. (24x7 access to bldgs 0,1, e, and pi)

ADWORDS TEMPS have a yellow square. (8am-7pm access to bldgs 0,1, e, and pi)

We have introduced purple MEDIA badges to be worn by any media representatives visiting Google. Be aware of them

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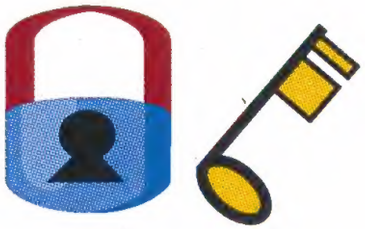
Issues? open a ticket http://ticket

Your Google Passwords



During orientation you will visit the Helpdesk to setup your Windows and Linux passwords (Google mail runs on Linux).

Your Windows and Linux passwords should be the *same*. They need to be good passwords, meaning:

- They are at least 8 characters long
- Not a word in the dictionary
- Preferably a mix of numbers, letters, and/or punctuation.

If you don't have your passwords yet, please visit the helpdesk.

The Calendar also requires a password. For more info, see the Calendar section.

Google Helpdesk

VOICEMAIL

Activating Voicemail

To Activate Voicemail (all users need to complete these steps)

1. Lift the handset and listen for dial tone. (If you do not have a dial tone, try pressing the **Line 1** button. If it's still not working try reseating DC power on the back of the phone)
2. From the office: Dial M-A-I-L (or 6-2-4-5) From home dial 650-623-MAIL
3. At the voice prompt and enter your extension (last four digits of your new direct dial phone number) followed by the # (pound) key
4. The default password is the # sign. **Press #** when prompted for your password
5. Then Follow the voice prompts to record your name, create a unique password and record the greeting that your callers will hear.
6. Troubleshooting: If you forget your password or have locked yourself out of your mailbox, open a ticket at http://ticket.

Quick Tip: To scan your messages, once you log in, press 7 then 3. This will eliminate the headers and other steps to hear your voicemail messages.

Quick Tip: If you are calling into voicemail from your office phone, just hit #, you don't have to enter your extension.

Issues? open a ticket http://ticket

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Google Helpdesk

TECH STOP

PHONES

Using your phone

Three ways to place or answer a call:

- Pick up the receiver
- Press the speaker button
- Press the Headset button *must have headset installed

Dialing Outside:

- 7 Will conect you with the outside world, with caller ID information.
- 87 Will conect you without your specific CallerID information.

Calling Other Googlers

- Check MOMA for a complete employee directory
- Dial four digit extension number directly

To place the call on Hold

At any time during a phone call, press **HOLD** on the keypad to place the call on Hold. Press the line again to go back to the line on hold.

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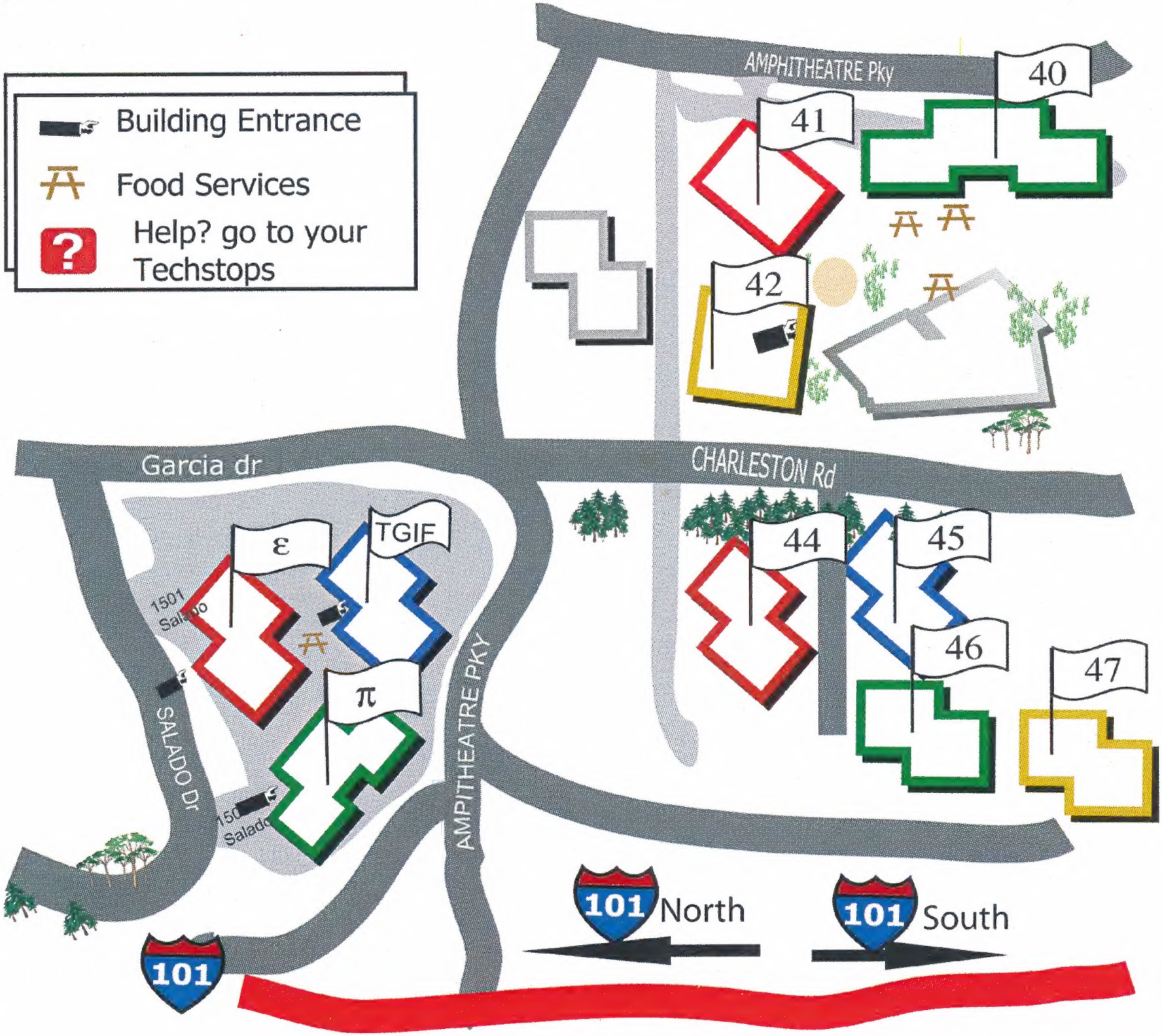
Issues? open a ticket http://ticket

Google Helpdesk

MAP



Google Helpdesk

EMAIL

NEW

Windows Email

The standard email client for windows users is **Outlook.** When you log into your machine for the first time, Outlook will **automatically be configured** for you. The only thing you will need to do is enter your password once Outlook is opened.

If you are using a different client other than Outlook, server information can still be used. Please contact the Helpdesk for assistance.

Windows only

v 1.0

Issues? open a ticket http://ticket

Google Helpdesk

PRINTERS

Setup your printer

-How to Add a Printer to Your List via your web browser:

1. Open a **browser** window.
2. Type http://print
3. Click on where are you located
4. Click on "**Connect**"
5. Click the "**Yes**" button, and you're done!

-From a Linux Machine:

Read the Ops team's instructions for printing using printserver.

http://www.corp.google.com/ops/corp/printserver.html

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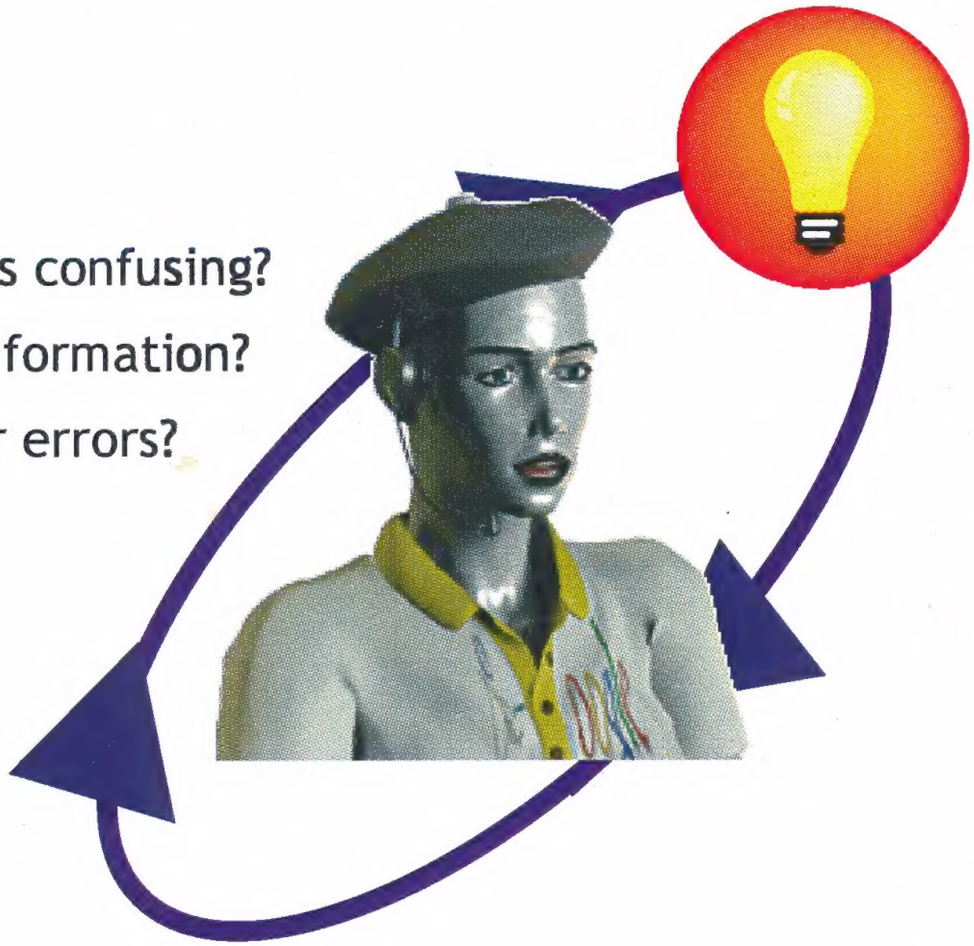
Issues? open a ticket http://ticket

Google Helpdesk TECH STOP

FEEDBACK

Provide some ideas



- Did you find any of these instructions confusing?
- Would you like us to provide more information?
- Did you find any spelling or grammar errors?

Help us help the future Nooglers!

Email your comments to:

helpdesktraining@google.com

v 1.0